

**IN THE CLAIMS:**

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please CANCEL claims 12-14 and AMEND claims 1-11 in accordance with the following:

1. (currently amended) An information-gathering method employed in an information-gathering system for holding dialogues with customers based on dialogue scenarios, the information-gathering method comprising: ~~a scenario-~~  
storing ~~step of~~ dialogue scenarios;  
assigning correspondences between, ~~and storing, the~~ dialogue scenarios, and send-destination addresses ~~for content of dialogues performed following the dialogue scenarios~~; an ~~extraction step of~~  
extracting from the ~~stored~~ dialogue scenarios a dialogue scenario to be performed; ~~a dialogue step of~~  
holding a dialogue with a customer following the dialogue scenario; ~~and~~  
acquiring dialogue content of from the dialogue; ~~a dialogue transmission step of~~  
transmitting the dialogue content to the ~~send-~~ a destination address corresponding to the dialogue scenario; ~~a dialogue storing step of~~  
storing the ~~transmitted~~ dialogue content received at the destination address; and an ~~output step of~~  
outputting the dialogue content that was ~~stored in said dialogue storing step~~.

2. (currently amended) An information-gathering device for holding dialogues with customers based on dialogue scenarios, the information-gathering device ~~including~~ comprising:  
dialogue scenario storage means for storing dialogue scenarios;  
scenario storage means for assigning correspondences between ~~and storing the~~ dialogue scenarios, and ~~send-destination addresses for content of dialogues performed following the dialogue scenarios~~;  
extraction means for extracting from the ~~stored~~ dialogue scenarios a dialogue scenario to be performed;

dialogue means for holding a dialogue with a customer following the dialogue scenario  
and;

content acquiring means for acquiring dialogue content ~~of from~~ the dialogue; and  
information transmission means for transmitting the dialogue content to the ~~send-~~  
destination address corresponding to the dialogue scenario.

3. (currently amended) The information-gathering device set forth in claim 2, further  
~~including~~ comprising:

customer information storage means for assigning correspondences between ~~and~~  
~~storing~~ customer-identifying data ~~for identifying a customer~~, and customer information;  
customer-specifying means for accepting input of the customer-identifying data; and  
processing means for extracting from said customer information storage means, ~~and~~  
~~annexing to the dialogue content~~, corresponding customer information corresponding to the  
~~input customer-identifying data~~ input using the customer-specifying means and for associating  
the corresponding customer information with the dialogue content.

4. (currently amended) The information-gathering device set forth in claim 2, further  
~~including~~ comprising dialogue storage means for storing the dialogue content.

5. (currently amended) The information-gathering device set forth in claim 2,  
further ~~including~~ comprising merchandise-specifying means for accepting input of  
merchandise identification data for identifying merchandise,  
wherein: said scenario storage means correspondingly assigns to the dialogue  
scenarios, ~~and further stores~~, merchandise identification data, ~~and moreover stores as the send-~~  
destination addresses communications addresses for providers of the merchandise identified by  
the merchandise identification data;

wherein said extraction means extracts dialogue scenarios corresponding to input  
merchandise identification data; and

wherein said information transmission means transmits the dialogue content to the  
communications addresses corresponding to the merchandise identification data.

6. (currently amended) The information-gathering device set forth in claim 2,  
further ~~including~~ comprising a merchandise name-specifying means for accepting  
merchandise classification input,

wherein: said scenario storage means further stores merchandise classifications, ~~and moreover stores as the send-destination addresses communications addresses for providers of merchandise identified by the merchandise classifications;~~

wherein said extraction means extracts a dialogue scenario corresponding to an input merchandise classification; and

wherein said information transmission means transmits the dialogue content to the communications addresses corresponding to the input merchandise classifications.

7. (currently amended) The information-gathering device set forth in claim 2, further ~~including comprising: criteria storage means for storing billing criteria for billing for transmitted dialogue content;~~

billing means for determining ~~based on the billing criteria~~ billing totals regarding the dialogue content; and

notification means for reporting the billing totals to the ~~send-destination addresses for the~~ dialogue content.

8. (currently amended) The information-gathering device set forth in claim 2, further ~~including comprising: compensation criteria storage means for assigning correspondences between, and storing, evaluation criteria for determining compensation provided to the customer according to the acquired dialogue content, and the compensation;~~

compensation determining means for determining compensation for the dialogue ~~based on the evaluation criteria;~~ and

compensation notification means for reporting the compensation to the customer with whom the dialogue has been held.

9. (currently amended) A computer-readable storage medium on which is recorded an information-gathering program utilized in an information-gathering device for holding dialogues with customers based on dialogue scenarios, the ~~computer-readable storage medium on which is recorded an information-gathering program executing~~ when executed controlling the information-gathering device to perform a method comprising: a scenario-

storing step of dialogue scenarios;

assigning correspondences between, and storing, the dialogue scenarios; and ~~send-destination addresses for content of dialogues performed following the dialogue scenarios; an extraction step of~~

extracting from the ~~stored~~ dialogue scenarios a dialogue scenario to be performed; a ~~dialogue step of~~

holding a dialogue with a customer following the dialogue scenario; ~~and~~  
acquiring dialogue content ~~of from~~ the dialogue; and ~~an information transmission step of~~  
transmitting the dialogue content to ~~the send~~ a destination address corresponding to the dialogue scenario.

10. (currently amended) An information-gathering computer program for product enabling a computer to hold dialogues with customers based on dialogue scenarios, the ~~information-gathering program for enabling a computer to function as~~ comprising:

dialogue scenario storage means for storing dialogue scenarios;

scenario storage means for assigning correspondences between ~~and storing the~~ dialogue scenarios; and ~~send-destination addresses for content of dialogues performed following the dialogue scenarios;~~

extraction means for extracting from the ~~stored~~ dialogue scenarios a dialogue scenario to be performed;

dialogue means for holding a dialogue with a customer following the dialogue scenario ~~and;~~

content acquiring means for acquiring dialogue content ~~of from~~ the dialogue; and  
information transmission means for transmitting the dialogue content to the ~~send-~~ destination address corresponding to the dialogue scenario.

11. (currently amended) A computer terminal ~~including~~ comprising:  
information-gathering means connected via a network to the information-gathering device set forth in claim 2, for gathering dialogue content transmitted from said information-gathering device;

information storage means for storing the gathered dialogue content; and  
output means for outputting the stored dialogue content.

12-14 (cancelled)